

Manager and Administrative POC Guide to Avoid Pay Problems for Army Civilians

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<u>Action</u>	<u>Description</u>
<p>1. <u>Ensure RPAs are submitted in a timely manner</u></p>	<p>1. Initiate Request for Personnel Actions (RPAs) no later than 30 days prior to the effective date of the action.</p> <p>2. Monitor U.S. Army Civilian Personnel On-line Helpdesk Suspenses weekly to ensure that time limited actions impacting pay have been submitted within at least 30 days prior to the transaction effective date. Path in Helpdesk to the referenced tickets: <i>Ticket Options= "Suspense"</i> <i>Group Options="Ticket Sub Type"</i> <i>Choose <Search></i> See list below for specific Suspense issues to monitor a) Appointment Expires b) LWOP Expires c) Temp Promotion Expires d) Temporary Reassignment Expires</p> <p>3. When applicable, initiate RPAs based on the above suspense items. RPAs should be initiated no later than 30 days prior to the NTE date of the action a) "Appointment Expires" suspense tickets should have an extension of appointment RPA or Separation RPA initiated if appropriate. If the appointment is not extended, a termination action will be automatically generated in the Defense Civilian Personnel Data System suspense routine. b) "Leave without Pay (LWOP) Expires" suspense tickets should have an Extension of LWOP, a Return to Duty RPA, or Separation RPA initiated. Note: A RPA is required because the automated system does not generate the appropriate transaction when the expiration date is reached. c) "Temporary Promotion Expires" suspense tickets should have either an extension to the temporary promotion or a Change to Lower Grade RPA initiated. Note: A RPA is required because the automated system does not automatically generate at the end of the temporary promotion. d) "Temporary Reassignment Expires" suspense tickets should have either an extension or Termination of</p>

	<p>Temporary Reassignment RPA initiated. Upon termination of a temporary reassignment that authorized foreign entitlements, inform the employee to submit their final Foreign Allowances Application, Grant and Report (SF1190) to avoid overpayment.</p> <p>4. a) Initiate separation RPAs when employees leave to accept a position in an organization serviced by a different (non-Army) personnel office to ensure that the employee's leave is transferred accurately to the new payroll office. <u>NOTE: Separation RPAs are not required for placement within Army.</u></p> <p>b) For <u>transfers to another agency</u>, provide information on the gaining agency and that agency's POC to the CPOC. Note: the transferring employee should provide this to the manager.</p> <p>5. Educate and encourage employees to submit information on separations in a timely manner. Resignations should be submitted 30 days prior to the separation date. Retiring employees should submit a RPA and retirement package 90-120 days prior to the effective date.</p> <p>6. Educate and encourage employees to submit information on leave without pay and return to duty actions as quickly as possible.</p>
<p>2. <u>Comply with all CPOC issued effective dates and ensure employee submitted effective dates are accurate</u></p>	<p>1. <u>Actions not requested by the employee (e.g. appointments, promotions, reassignments):</u> All effective dates are set by the Civilian Personnel Operations Center (CPOC). Do not inform the employee of any effective dates for personnel actions without the approval of the CPOC. Note: if an employee starts working before the official entrance on duty date or continues working after an official termination effective date, the employee may be eligible for a salary payment but can lose their benefits for the period worked without an approved personnel action. This payment is called a DeFacto payment.</p> <p>2. <u>Actions requested by the employee (e.g., Resignation, Leave Without Pay; Return to Duty):</u> Ensure that the effective date submitted on RPA is accurate and matches the date used to record time and attendance. Contact the CPOC POC immediately if any change in the date occurs.</p>
<p>3. <u>Coordinate DeFacto payment requests</u></p>	<p>See #2 above for definition. DeFacto service should be avoided; however, if a DeFacto payment is required,</p>

	coordinate the request with the CPAC and, if necessary the CPOC to ensure that the cause of the DeFacto payment is identified and avoided in future situations.
4. <u>Encourage LES review via myPay</u>	The Leave and Earning Statement (LES) on myPay is normally available to the employee the Friday before the hardcopy is received. Encourage employees to check their LES as soon as possible to help identify and resolve pay problems quickly. Link to myPay https://mypay.dfas.mil
5. <u>Certify timecards in a timely manner</u>	<ol style="list-style-type: none"> 1. Ensure that timecards are correct and certified based on established suspenses and as early as possible. 2. Understand the supervisory responsibilities as outlined in DoDFMR 7000.14R, Volume 8 3. Ensure that timekeepers maintain timecards IAW regulation.
6. <u>Ensure that timekeepers resolve timekeeping issues</u>	<ol style="list-style-type: none"> 1. Ensure that timekeepers resolve all problems from timekeeping discrepancy reports. 2. Ensure that timekeepers coordinate the use of the "pending separation" code (coding a "P" in the work schedule for those employees who are no longer being paid from the organization) with the Customer Service Representative. Note: the pending separation date to be used by the timekeeper must be the same as that used by personnel. The timekeeper should not input a "P" code reflecting the date the employee last worked, unless that is also the official effective date of the personnel action removing the employee. This action requires close coordination with the CSR.
7. <u>Report pay problems to CPAC or CSR</u>	Ensure that pay problems reported to you are reported for resolution and resolved by the responsible point of contact. (See Decision Logic Table to Report Pay Problems for where to report each type of issue.)
8. <u>Provide CSR and timekeeper information to employee</u>	Ensure that new employees are informed of the name, location, phone number and e-mail address of their Customer Service Representative and timekeeper.
9. <u>Guide employees on reporting pay problems</u>	When a pay problem is identified, assist the employee in reporting the problem to the appropriate POC using the Decision Logic Table to Report Pay Problems.
10. <u>Request bi-weekly pay cap waiver timely, if applicable</u>	<ol style="list-style-type: none"> 1. Submit a timely request for waiver of the bi-weekly pay cap if the employee is performing work critical to the agency (5 CFR 550.106(b)). This request should be forwarded to the CSR for submission via Imaging or ARS Remedy.

	<p>2. Submit the termination of the waiver of the bi-weekly pay cap once the employee is no longer performing the work critical to the agency (5 CFR 550.106(b)). The termination notice should be forwarded to the CSR for submission to DFAS via Imaging or ARS Remedy.</p>
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